



Technology Manager Frequently Asked Questions

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Roles

Q1. Who can use Technology Manager?

All Fannie Mae customers in all customer segments can use Technology Manager. An individual could either have access as an end user or as an Administrator. There are two types of Administrators – Corporate Administrators (CA) and User Administrators (UA) – each have a different type of access

Q2. How can I find out who my CA or UA is?

To find out the Corporate Administrator or User Administrator for your organization, contact 1-800 2FANNIE (232-6643) for assistance.

Q3. What is a Corporate Administrator (CA)?

Corporate Administrators have the authority to manage all access to Fannie Mae technology for your company, including activating and configuring applications, managing user access, and managing lender-broker relationships, if applicable. Additionally, Corporate Administrators have the ability to reset passwords. This role is available to Fannie Mae seller/servicers.

Individuals designated as Corporate Administrators will have the ability to legally bind your company by signing and submitting requests and terms and conditions for technology applications until Fannie Mae receives a signed Technology Manager Administrator Registration Request directing that their status as a Corporate Administrator be terminated. Corporate Administrators will be the recipients of Bulletins to your company's Software Subscription Agreement with Fannie Mae.

Q4. What is a User Administrator (UA)?

User Administrators have the ability to set up and manage user profiles, passwords, and access to Fannie Mae technology applications.

Q5. What is an End User?

End users (also referred to as External Technology Users) have access to Fannie Mae technology applications and can manage their own profiles in Technology Manager, but they are not administrators. Depending on the organization's password management settings, end users may also be able to change their passwords.



Setting up an Administrator

Q6. What is the process to register a Corporate Administrator or User Administrator?

An authorized representative from your company must complete and submit the [online form](#) to designate a Corporate Administrator or User Administrator. [Instructions](#) on using this form can be found on the Fannie Mae website.

Q7. What is a 5-digit Seller/Servicer Number and how do I find out what it is?

The 5-digit Seller/Servicer Number is the first 5 digits of the 9-digit Seller/Servicer number or your 9-digit Non-Seller/Servicer Number. If you aren't sure what it is, call 1-800-2FANNIE for assistance.

Q8. What is a User Group and a User Group ID?

A User Group ID is a system generated 6-digit, alphanumeric identifier (Example, a12x4g). It is sometimes referred to as "Subscriber ID." This number is different than the Seller/Servicer Number. It is easy to identify because the first five digits of any User ID is also the first five digits of the User Group ID.

User Groups are used to organize users for the purpose of user administration. A Corporate Administrator can use Technology Manager to provision a user group, but as a best practice we do not recommend creating specific user groups. Consult with your Fannie Mae representative or call 1-800-2FANNIE before creating User Groups.

Password Expiration

Q9. What is 90-Day Password Expiration?

As a general rule, all Fannie Mae user IDs automatically lock if the user has not logged into any Fannie Mae technology application for greater than 90 days. As an added layer of protection, we also offer a 90-Day Password Expiration option. When activated, this feature requires all users within your company to change their password every 90 days regardless of how frequently the ID is used, which is the best practice.

Q10. I'm an Administrator trying to reset a password and the Reset button is not enabled. What can I do?

The Administrator will be unable to reset a user's password if they did not set their security question and then got locked out. They cannot go in and set the security question until the password is reset.

Call 1-800-2FANNIE to get the password reset and then notify the end user to set their security question.

Q11. How do I know who can reset my password?

From within [Technology Manager](#), go to *Update My Info* section and *Edit My Profile*. In the *Password Administrator Information* portion of the screen, look at what the setting is for *Password is Managed by Administrator Only*.

- If this is set to **Yes**, then your organization has chosen an internal Administrator to manage users' passwords for a user group or an entire organization. *Only* the Corporate or User Administrator(s) internal to your company will be able to reset your password.



- If this is set to **No**, then not only the end user can reset their own password, but the Fannie Mae Customer Center or the Corporate or User Administrator can reset the password.

You can also contact 1-800-2FANNIE for assistance.

Managing DO Sponsorship Requests

Q12. Why is my company's institution ID not listed when I am attempting to approve a new DO Sponsorship request?

The list of available company institutions only includes institutions for which relationships do not currently exist. If the relationship already exists, it will be shown in the current relationship tab at the bottom of the Select Institution screen. To remove the duplicate request (if the relationship already exists), click on the 'Cancel' option to go to the previous 'Manage Originator Sponsorships' screen. Select the duplicate request and click on the 'Remove' option below the Request Summary screen. The duplicate request will be removed from the queue.

Q13. If I remove or deny a sponsorship request because the mortgage originator already has a sponsorship with me, will that remove the current relationship that exists?

No, denying a current request will not affect the existing relationship.

For further assistance call the Technology Service Center, open 24 hours a day, 7 days a week*, at 1-800-2FANNIE or consult the Technology Manager Job Aids and other information provided at fanniemae.com/singlefamily/technology-manager.

**Excludes major holidays*